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# DMV Overview

FY 2006

- 2,056 Employees
- 74 Customer Service Centers
- 13 Weigh Stations
- Headquarters





# DMV Overview

FY 2006

- 5.2M Licensed Drivers
- 7.4M Registered Vehicles
- 17.7M Trucks Weighed
- \$10.6M Liquidated Damages



# DMV Overview

FY 2006

## Revenue Collections \$2.2B

- Fuels Taxes
- Sales and Use Taxes
- Vehicle Registration Fees

## Highway Maintenance and Construction



# DMV Overview

FY 2006

- Revenue Collections  
\$2.2B
- DMV Operating Expenses  
\$183.2M



# DMV Overview

## Mission

To promote **security, safety and service** through the administration of motor vehicle and tax-related laws.

## Vision

Peak performance – everyone, every time



# DMV Core Functions

- Issue credentials
- Provide transportation safety services
- Inform Virginians about motor vehicle laws
- Enforce motoring and tax laws
- Collect transportation-related revenues
- Manage and disseminate data
- Serve as a portal for other services and agencies



# DMV Challenges/Initiatives

- The Federal Real ID Act
- Centralized Issuance of Driver's Licenses and ID Cards
- Systems Redesign
- Preferred Services



# Key Performance Objectives

## Service Wait Times

To provide a reasonable wait time for customers conducting business in customer service centers.

Baseline: 23 minutes FY2006

Target: 20 minutes FY2007



# Key Performance Objectives

## Customer Interaction

To reduce the number of interactions between a citizen and DMV to complete a single transaction.

Baseline: 1.82 interactions FY2006

Target: 1.5 interactions FY2007



# Key Performance Objectives

## Highway Safety

To decrease the number of traffic fatalities by 100 by 2010.

Baseline: 946 fatalities FY2005

Targets: 906 fatalities FY2007

846 fatalities FY2010



# Key Performance Objectives

## Highway Safety

To increase current statewide safety belt usage.

Baseline: 80.4 percent CY2005

Target: 82 percent CY2007



# Additional DMV Measures

- Activity Based Costing
- Staff productivity
- Transaction volume
- Transaction times
- Error rates
- IT system reliability



# Additional DMV Measures

## 2006 Customer Satisfaction Survey

- Customer satisfaction, 92 percent
- Forms easy to understand, 98 percent
- Prompt response to mail transactions, 99 percent
- Prompt response to email inquiries, 97 percent
- Internet rated 9.14 out of 10



# Additional DMV Measures

## Benchmarking

- Initiated by VA in 2004
- Includes CA, DC, FL, GA, NC, OR and Ontario
- Virginia service score highest
- Delivery channels, field offices, web-based services, and mail operations scored significantly above peer averages
- Call center improvements confirmed





Security • Safety • Service



Virginia Department of Motor Vehicles